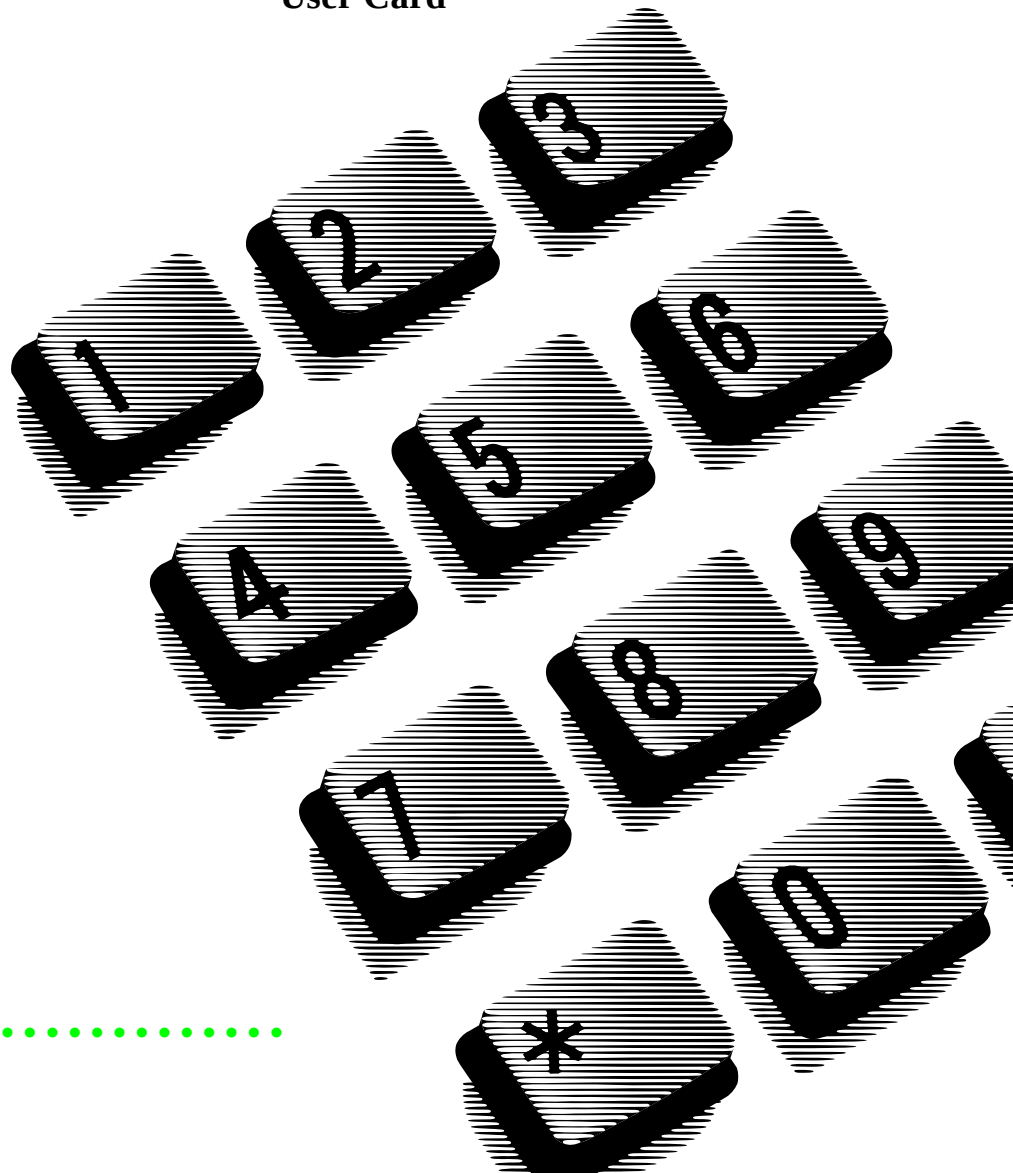
NORTEL NORSTAR

Modular ICS
Central Answering Position
User Card

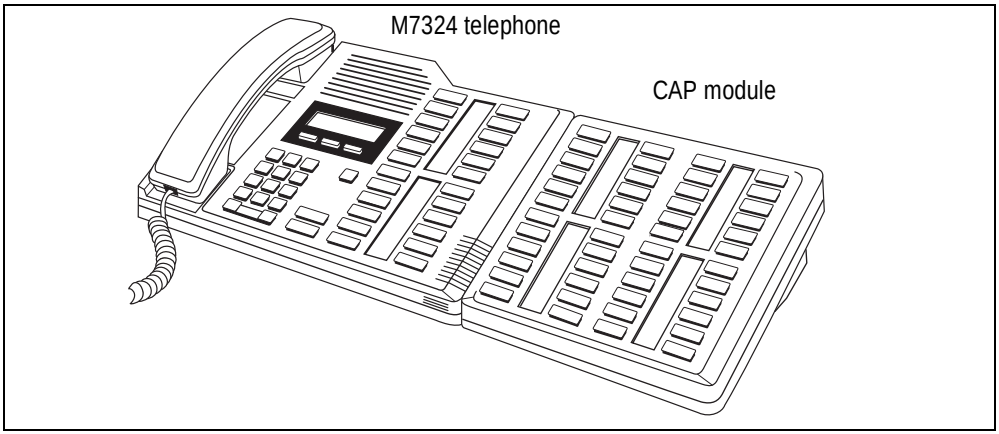


The central answering position

The Meridian Norstar* central answering position (CAP) consists of a Norstar M7324 telephone and one or two CAP modules. A CAP module is an add-on device that provides 48 extra memory or line buttons for an M7324 telephone. You can connect up to two CAP modules to an M7324 telephone.

Your telephone is assigned as a central answering position by your installer or customer service representative.

Norstar M7324 telephone with a CAP module attached



Why use the CAP module?

By giving you one-touch access to many more lines, features and autodial numbers, the CAP module makes it easier for you to:

- answer external calls
- check the status of the telephones in your Norstar system
- transfer calls to your co-workers' telephones

About pre-assigned buttons

When CAP modules are first plugged into your telephone, each CAP module button is pre-assigned either to select a line or to dial an internal number.

As a central answering position, with two CAP modules, your telephone can be assigned up to 120 lines. Lines are assigned to a CAP module beginning with the button in the top left corner and moving down.

Buttons on a CAP module cannot be assigned as incoming line group or answer buttons. These buttons can only be assigned to your M7324 telephone. You cannot move incoming line group buttons from your M7324 telephone to your CAP module.

After lines are assigned, any remaining buttons on your CAP module(s) become internal autodial buttons, starting with the lowest default internal number.

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Checking the pre-assigned CAP module buttons

You can check what is programmed on any of your telephone or CAP module buttons.

1. Press Feature * 0 .
2. Press the buttons you want to check and read the display.
3. Ensure that your buttons have the correct snap-on caps.
4. Press Feature when you are finished.

Customizing your CAP module

You can program any of the buttons on your CAP module that do not select lines. These buttons can be programmed to automatically dial internal or external numbers. You can also program features onto CAP module buttons. See your *M7324 Telephone User Card* for information on programming memory buttons.

Monitoring telephones

The indicators ▶ beside internal autodial buttons on your CAP module show you the status of Norstar telephones.

The indicator is on	The indicator is off
when a telephone has an active call	when a telephone has no active call
when a telephone has Do Not Disturb turned on	when a telephone has a call on hold and no other active call

Answering and transferring a call

Most of the telephone calls which you deal with should involve the following procedures:

1. Answer a call made from outside the Norstar system.
2. Determine whom the call is for.
3. Check the status of the destination Norstar telephone.
4. If the indicator is off, transfer the call to that telephone.

If you answer a call for a co-worker who is busy on another call, Norstar offers you some useful features:

- Camp-on lets you transfer the call to them.
- Ring Again lets you know when the telephone becomes free.
- Priority Call lets you interrupt their current call.
- Message lets you send them notification to call you.

If your telephone has been assigned as a central answering position, you can send up to 30 messages to co-workers.

Other Norstar documents

See the *M7324 Telephone User Card*, the *Modular ICS Telephone Feature Card* and the *Modular ICS Prime Telephone User Card* (if applicable) for more information on using Norstar features.

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This document is for use with Norstar Modular ICS.

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